

FIG. 1

200

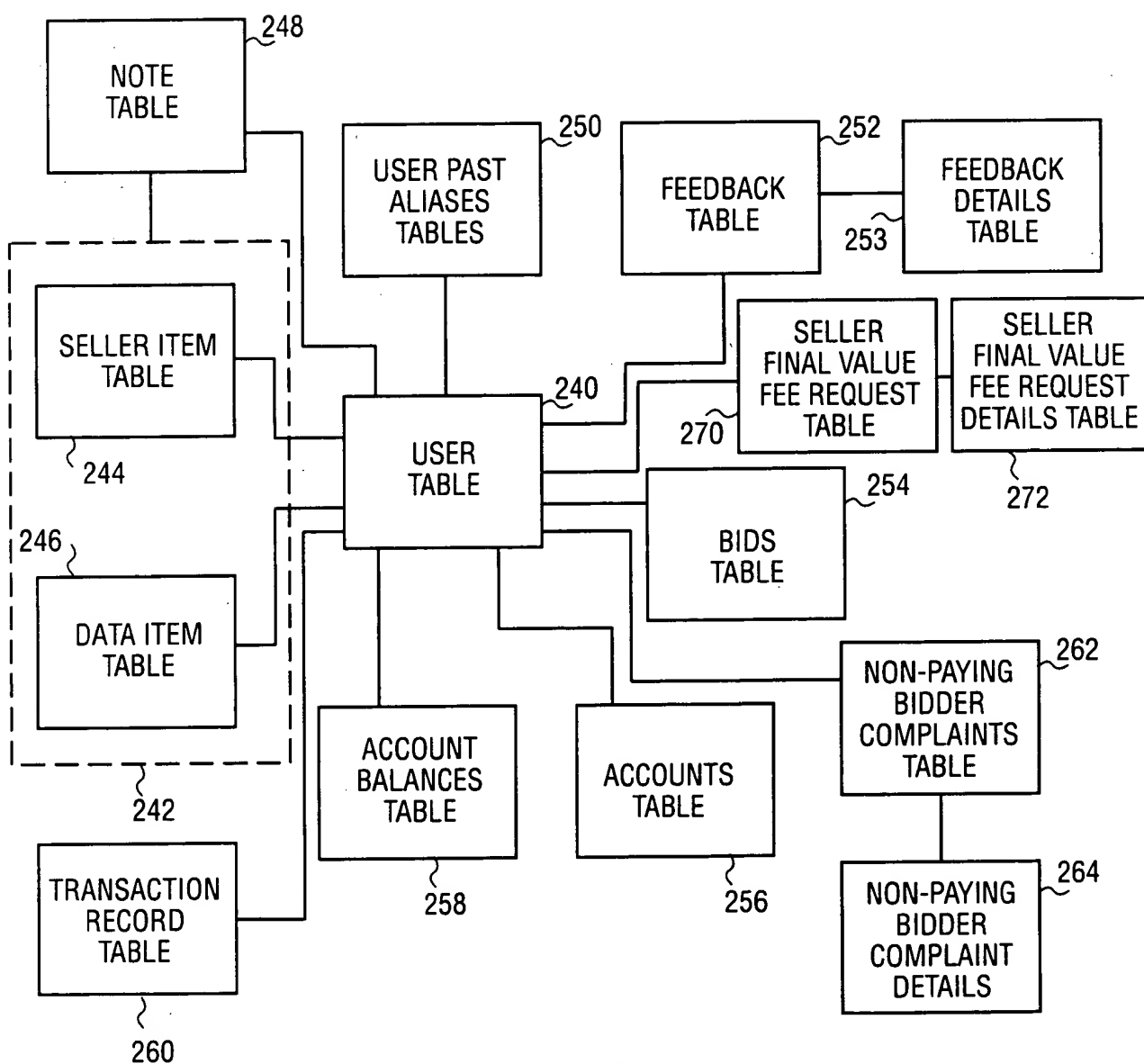


FIG. 2

Case	Age	Sex	Height	Weight	Temperature	Pulse	Respiration	Blood Pressure	Heart	Lungs	Gastrointestinal	Genitourinary	Neurological	Other
1	45	M	175	75	38.5	90	20	120/80	Normal	Clear	Normal	Normal	Normal	None
2	52	F	160	60	38.0	85	18	110/70	Normal	Clear	Normal	Normal	Normal	None
3	60	M	180	80	38.5	95	22	130/90	Normal	Clear	Normal	Normal	Normal	None
4	68	F	155	55	38.0	80	16	100/60	Normal	Clear	Normal	Normal	Normal	None
5	75	M	170	70	38.5	90	20	120/80	Normal	Clear	Normal	Normal	Normal	None
6	82	F	165	65	38.0	85	18	110/70	Normal	Clear	Normal	Normal	Normal	None
7	88	M	178	78	38.5	95	22	130/90	Normal	Clear	Normal	Normal	Normal	None
8	95	F	162	62	38.0	85	18	110/70	Normal	Clear	Normal	Normal	Normal	None

[illegible]

FIG. 3

NON-PAYING BIDDERS TABLE					
NPB USER ID	ITEM NO.	VALID WARNING COUNT	NPB TICK	REASON FOR NPB TICK	SUSPENDED STATUS
402	404	406	408	410	412

400

FIG. 4

Year	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100
1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	

SELLERS COMPLAINT TABLE				
SELLER'S USER ID	NPB USER ID	DATE OF COMPLAINT	REASON FOR COMPLAINT	STATUS OF COMPLAINT
502	504	506	508	510

FIG. 5

SELLERS FVF REQUEST TABLE

TABLE						
SELLER'S USER ID	NPB USER ID	ITEM NO.	ACTION DESIRED	REASON FOR FVF CREDIT	CREDIT DATE	CREDIT AMOUNT
602	604	606	608	610	612	614

FIG. 6

NPB APPEAL TABLE					
ITEM NO.	SELLER USER ID	NPB USER ID	REASON FOR FAILED TRANSACTION	REASON FOR APPEAL	APPEAL CODE

FIG. 7

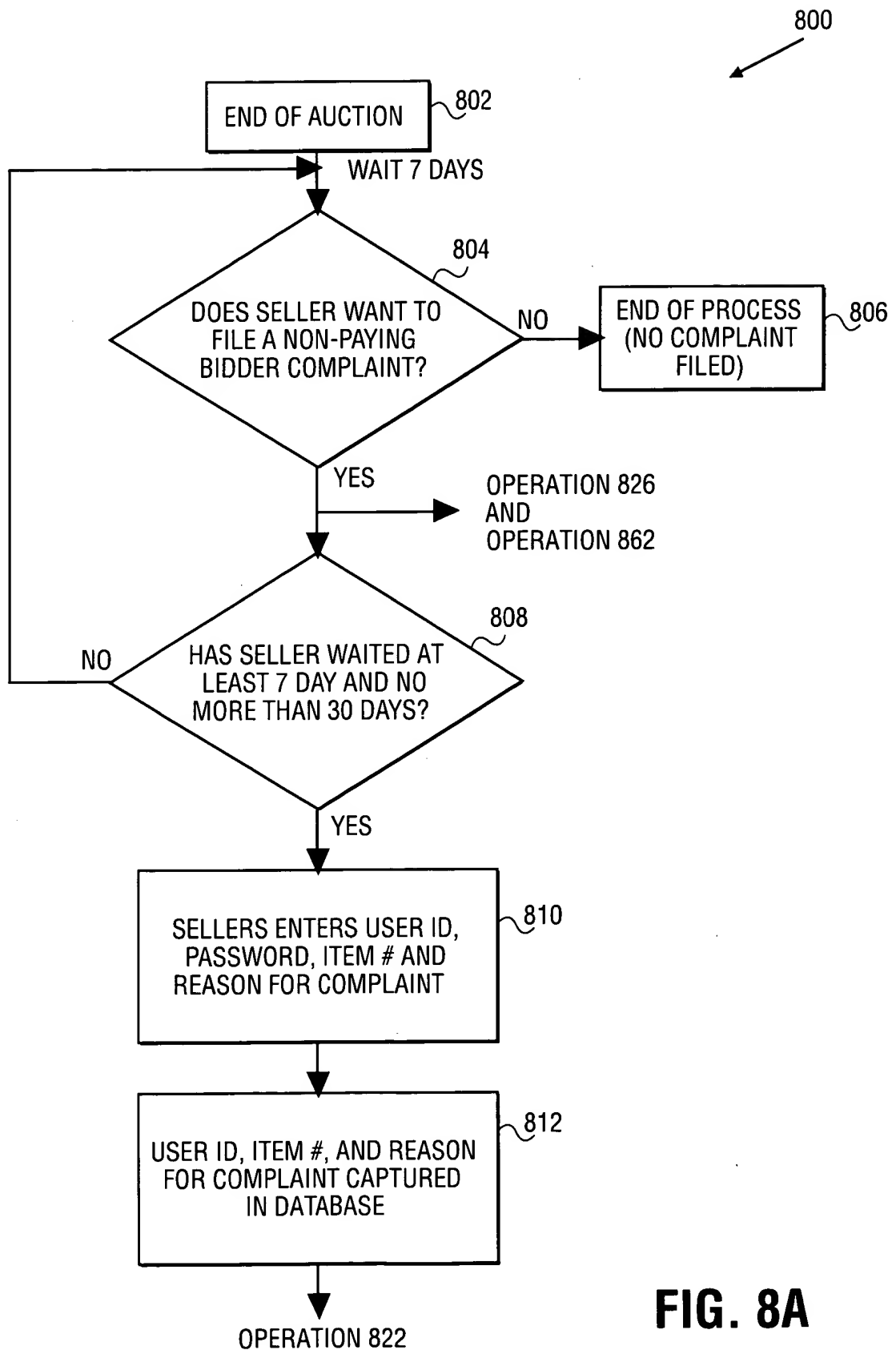


FIG. 8A

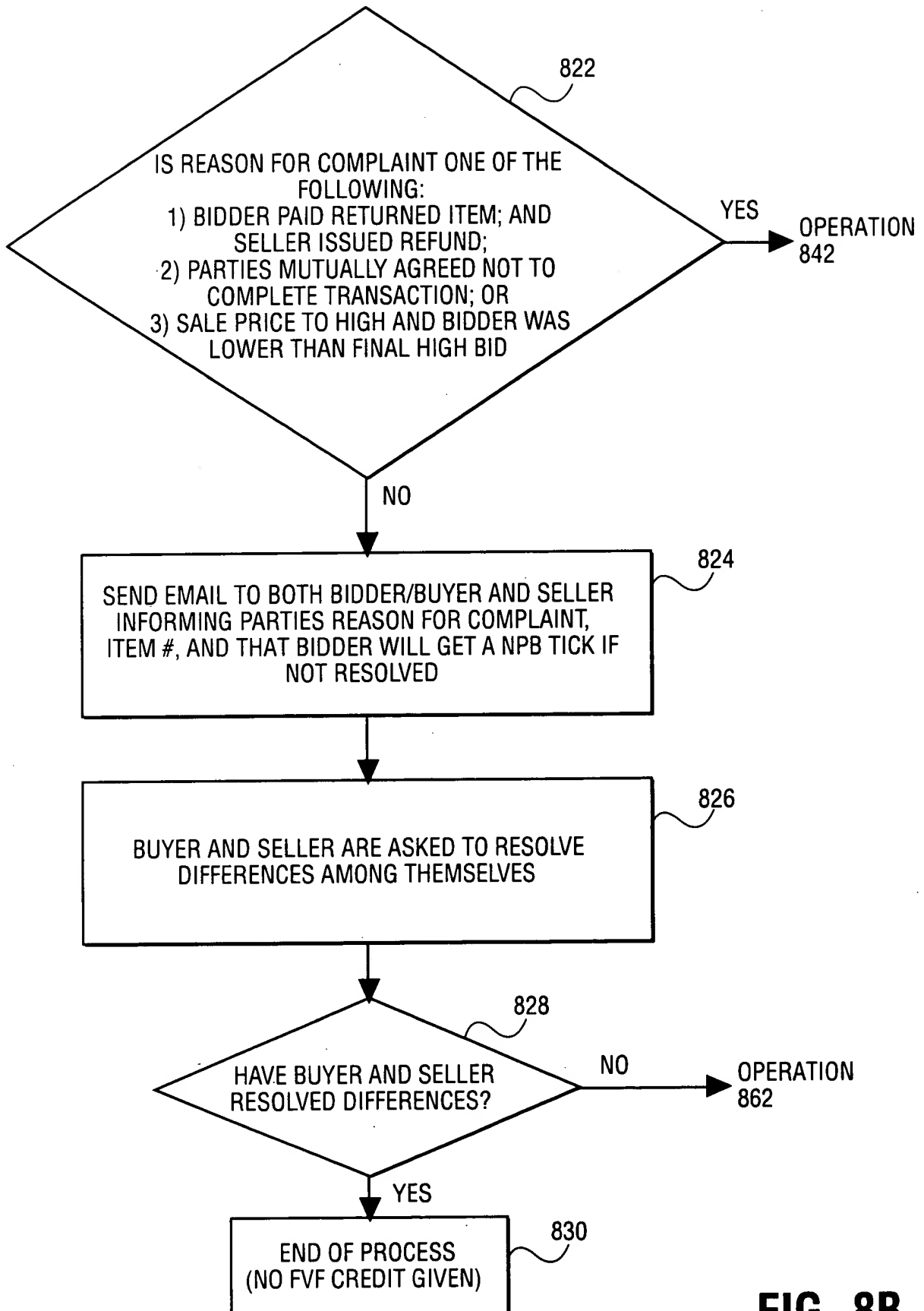


FIG. 8B

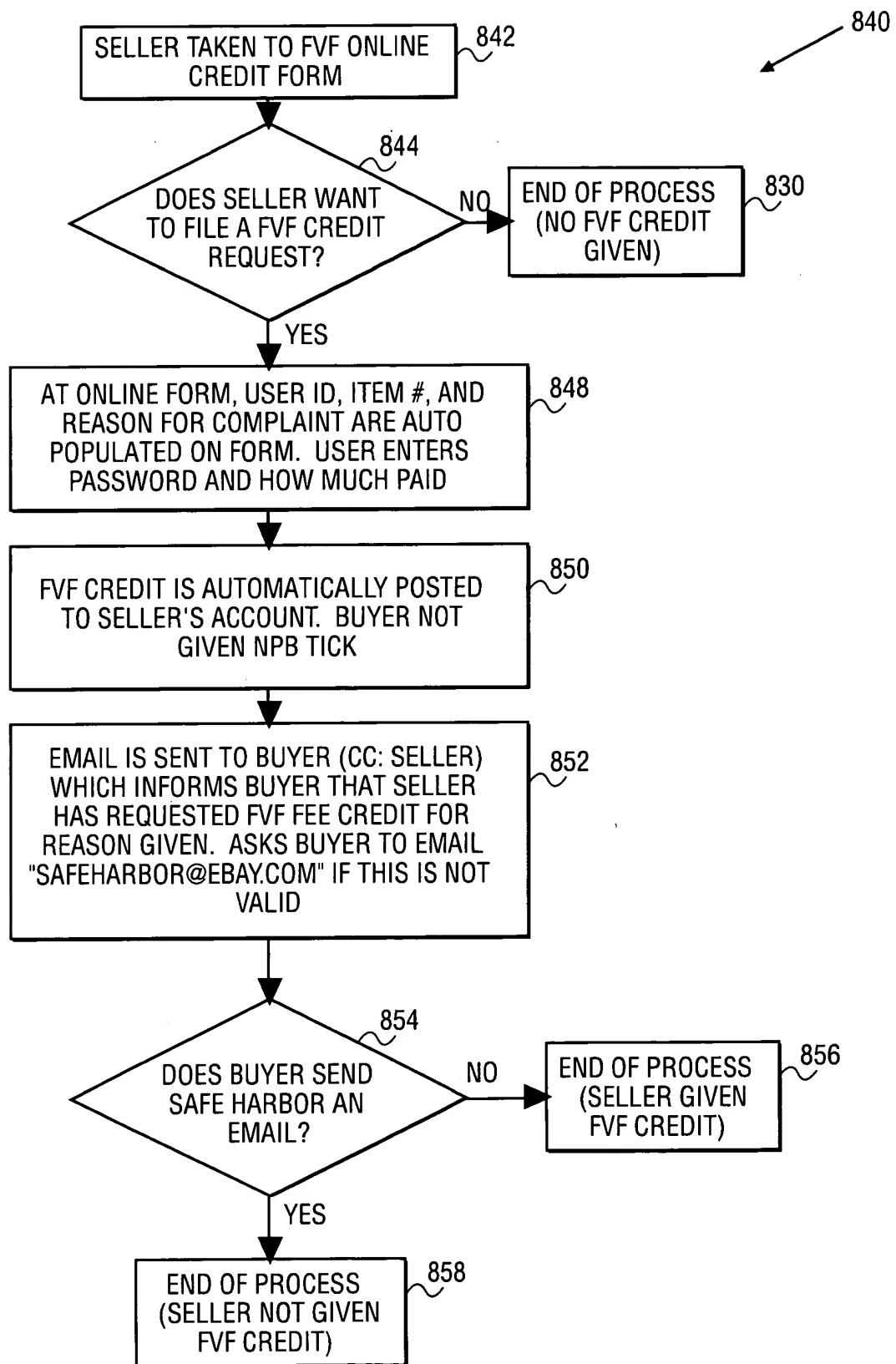


FIG. 8C

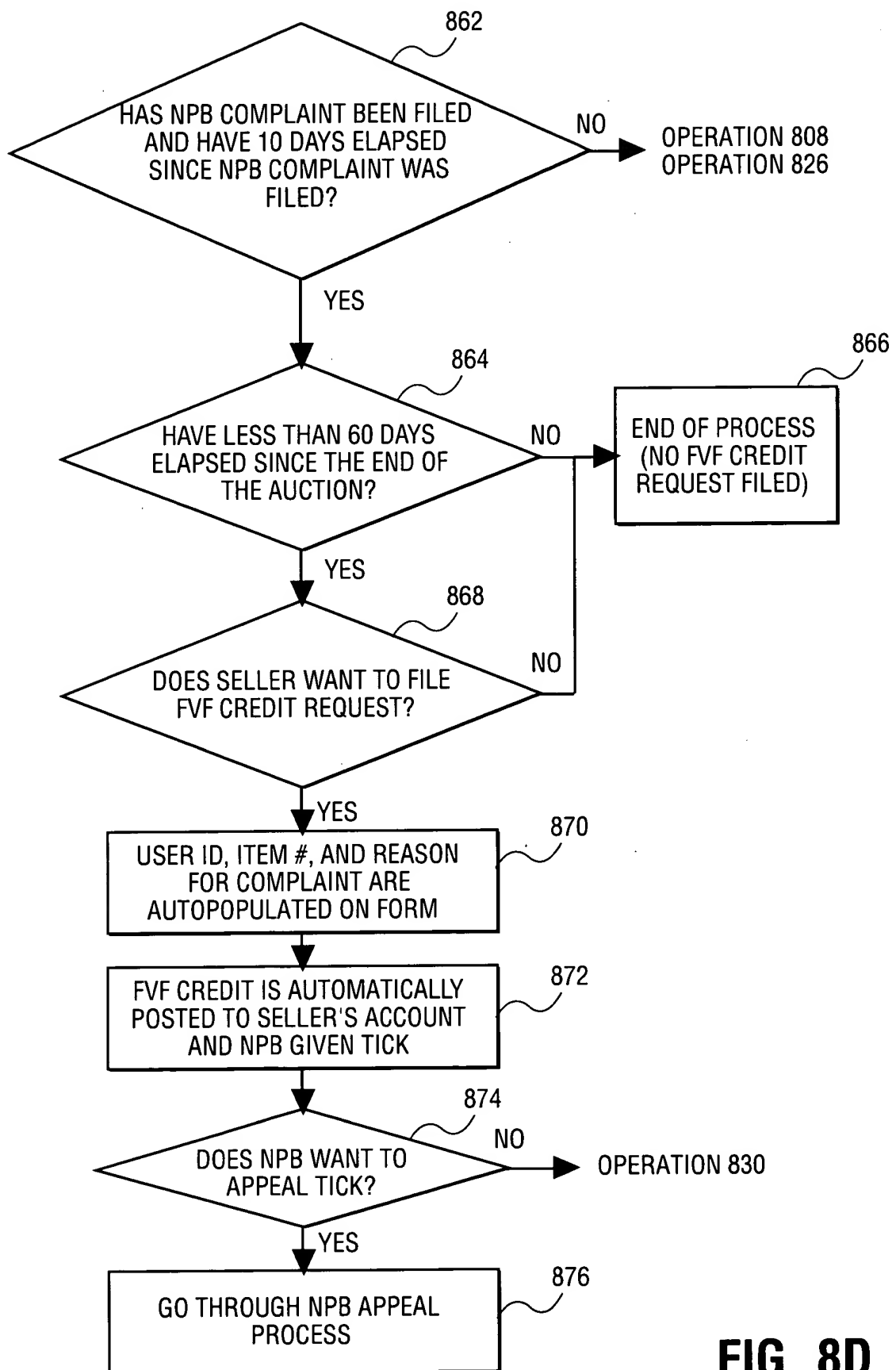



FIG. 8D

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Non-Paying Bidder Program

This is your place to learn about eBay's Non-Paying Bidder Program and supporting features. Start here if you're a:

- Seller who was a non-paying bidder and would like a Final Value Fee credit for your unsold item.
- eBay user who is interested in knowing more about what happens when high bidders don't pay.

Non-Paying bidders face the following consequences through this program:

- First offense: warning
- Second offense: warning
- Third offense: warning and 30 day suspension
- Fourth offense: indefinite suspension.

What to do if you're a seller with a non-paying bidder [See quick summary](#)

1. **The seller and buyer should contact each other after the auction has ended.** Like you, buyers can have emergencies or computer problems. Your high bidder may not be able to respond to you right away for legitimate reasons.
2. **File a Non-Paying Bidder Alert after 7 days or more of your auction's close,** if you still don't get a response or if you feel you may not receive payment. Remember: In order to collect your Final Value Fee credit, you must complete a [Non-Paying Bidder Alert Form](#) within 45 days after the end of your auction.
3. **Try to work things out with your bidder in the next 10 days after you file a Non-Paying Bidder Alert.** Once you file, eBay will send an email to you and your high bidder. Your high bidder will be reminded to pay you and informed of the consequences if no payment is sent.
4. **Request your Final Value Fee credit** if you've a) Filed a Non-Paying Bidder Alert 7 days or more after your auction has ended **and** b) Tried unsuccessfully to resolve things with your bidder 10 days after you've filed the Non-Paying Bidder Alert Form above.

To submit your credit request, use eBay's [Final Value Fee Credit Request Form](#) within 60 days after the end of your auction. Your refund will be credited to your account within 48 hours

FIG. 9A

Quick Summary	Time Frame
1. Contact each other after your auction has ended	Generally within 3 business days is a good idea.
2. Complete a <u>Non-Paying Bidder Alert Form</u> .	After 7 days but not past 45 days of your auction's close.
3. Try to work things out.	After you file a Non-Paying Bidder Alert, try to work things out with your bidder in the next 10 days .
4. Request your Final Value Fee credit.	If you still haven't resolved things after 10 days of filing an Alert, complete the <u>Final Value Fee Credit Request Form</u> within 60 days of your auction's close.

Special note about Dutch Auctions: They work the same as other auctions with one exception: You may file a Non-Paying Bidder Alert Form only **once** per auction for as many bidders as necessary. That is, you cannot go back and file additional Alerts if you have more non-paying bidders from the same auction.

Special note to bidders: If you are a bidder and believe you received an unfair warning, you may appeal it by using eBay's Non-Paying Bidder Appeal Form. Warnings will remain on your record until they are successfully appealed.

Click [here](#) to visit our Non-Paying Bidder Frequently Asked Questions page.

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FIG. 9B

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Non-Paying Bidder Alert Form

The Non-Paying Bidder Alert Form is intended to be a workout period to help buyers and sellers resolve their trading problems. After you file a Non-Paying Bidder Alert, eBay will send an email to both you and the high bidder, advising the high bidder that you have notified eBay that the bidder is a potential non-paying bidder and encouraging the high bidder to complete the transaction. You must file a Non-Paying Bidder Alert Form before you may request a Final Value Fee credit. If you have any questions about our Non-Paying Bidder Policy, click [here](#).

Please use care when filing a Non-Paying Bidder Alert--this Form should be used only if the high bidder is unresponsive. Using this Form as a tool to intimidate or coerce your buyers into completing the transaction may be cause for suspension.

To file a Non-Paying Bidder Alert against another eBay user:

- You must have a registered eBay User ID and password.
- You must be the seller of that item.
- At least 7 days and no more than 45 days have passed since the auction ended.
- The auction must have received at least one winning bid (for reserve auctions, this means at least one bid met or exceeded the reserve price.)
- NOTE: If your auction was a **Dutch auction**, you may file a Non-Paying Bidder Alert against as many bidders as you deem necessary, but you are entitled to file a Non-Paying Bidder Alert Form only **once** for each such auction. Thus, please wait until you know the status of all winning bidders before you file a Non-Paying Bidder Alert Form.

If you've satisfied all these conditions and want to file a Non-Paying Bidder Alert, please fill out the following form.

Your User ID:	<input type="text"/>
You can also use your email address.	
Your Password:	<input type="text"/>
Forgot your password?	

1004

1006

Save time by [signing in](#). (You may also [sign in securely](#)).

Item Number

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FIG. 10A

1010

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Non-Paying Bidder Alert Form

"npb mockups"	
Item #1021721	

Date Auction Ended: 07/25/00
Final Bid Price: \$2.25

Please complete all fields that provided below.

Reason for Non- Paying Bidder Alert	<div>--</div> <div>Select reason from choices provided.</div>
Bidders e-mail address	testuser3@superslice.com

Please make sure that you have provided accurate information. eBay may use information provided here to identify bidders who are not complying with eBay rules.

Filing false Non-Payable Bidder Alerts is a form of harassment. Sellers found to be guilty of this offense will be suspended.

Click to enter your Non-Paying Bidder Alert.

default

FIG. 10B

1030

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Non-Paying Bidder Alert Completed!

Your Non-Paying Bidder Alert has been filed for item #1021721.

The emails regarding your Non-Paying Bidder Alert will be sent shortly. default

FIG. 10C

1102

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Final Value Fee Credit Request Form

To request credit for Final Value Fees from a listing:

- You must have filed a [Non-Paying Bidder Alert Form](#)
- At least 10 days passed since you filed the Non-Paying Bidder Alert Form.
- **No more than 60 days** passed since the auction ended.
- Insertion fees and fees for listing options are non-refundable.

Note: Once you submit this Final Value Fee Credit Request Form, the high bidder will receive an email from eBay and may receive a Non-Paying Bidder Warning, which may result in the suspension of that user's account.

If you've satisfied all these conditions and want to file a Non-Paying Bidder Alert, please fill out the following form.

Your User ID:

You can also use your email address.

Your Password:

[Forgot your password?](#)

Save time by [signing in](#). (You may also [sign in securely](#)).

Item Number

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1104

1106

FIG. 11A

1108

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Final Value Fee Credit Request

"npb mockups"
Item #1021721

Date Auction Ended: 07/25/00

Final Bid Price: \$2.25

Please complete all fields that provided below.

1110

Did you receive any money from the bidder?	<input checked="" type="radio"/> No <input type="radio"/> Yes If Yes, how much? <input type="text"/> (numerals and decimal point '.' only.)
Reason for refund	-- Select reason from choices provided.
Bidders e-mail address	testuser3@superslice.com

Please make sure that you have provided accurate information. eBay may use information provided here to identify bidders who are not complying with eBay rules.

Filing false Non-Payable Bidder Alerts is a form of harassment. Sellers found to be guilty of this offense will be suspended.

 Click to enter your final value fee credit request.

FIG. 11B

1120

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Final Value Fee Credit Request

"npb mockups"**Item #1021722****Date Auction Ended:** Jul-25-00**Final Bid Price:** \$2.00

Please complete all fields that provided below to apply for credit.

This form allows you to request final value fee for this item. Click "Continue" button below to submit your request.

Bidder #1 **Only provide information if this bidder backed out**

1122

Did you receive any money from the bidder?	<input checked="" type="radio"/> No <input type="radio"/> Yes If Yes, how much? <input type="text"/> (numerals and decimal point '.' only.)
Reason for refund	-- Select reason from choices provided.
Bidders e-mail address	-- Select a bidder from the list provided.

Bidder #2 **Only provide information if this bidder backed out**

1124

Did you receive any money from the bidder?	<input checked="" type="radio"/> No <input type="radio"/> Yes If Yes, how much? <input type="text"/> (numerals and decimal point '.' only.)
Reason for refund	-- Select reason from choices provided.
Bidders e-mail address	-- Select a bidder from the list provided.

Please make sure that you have provided accurate information. eBay may use information provided here to identify bidders who are not complying with eBay rules.

Filing false Non-Payable Bidder Alerts is a form of harassment. Sellers found to be guilty of this offense will be suspended.Click to enter your final value fee credit request.**FIG. 11C**

1202

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Non-Paying Bidder Appeal

To appeal a warning which you feel you have received in error, please provide the following information to eBay, using the message field on this form:

- The reason for your appeal
- Any supporting information

Your User ID:
You can also use your email address.

Your Password:
[Forgot your password?](#)

Save time by [signing in](#). (You may also [sign in securely](#)).

Item Number	<input type="text"/>
Message	<div><div></div></div>

1208

FIG. 12

1302

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NPB Appeal Confirmation

Please complete all fields provided below to update users account

Item Number	1021722
Sellers UserID	test2@superslide.com
Bidders UserID	test1@superslide.com
Reason for NPB Appeal	<div>-- ▾</div> <div>Select reason from choices provided.</div>
NPB Action Request	<div>-- ▾</div> <div>Select reason from choices provided.</div>

Press the confirm button to complete the transaction and update test1@superslice.com's deadbeat score.

default

1304

FIG. 13

1402

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Transaction Backout Profile for test1@superslice.com (0)

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Credit Requests: 2
Unique NPB Score: 1
Total NPB Score: 1
Warnings Issued: 0
User Status: Confirmed

Here is the list of items that test1@superslice.com (0) has received full or partial credit for:

Code	Item	Start	End	Price	Title	Bidder
2	1021763	Aug-04-00	Jul-25-00 12:46:35	2.00	npb mockups2	test2@superslice.com (101) ★
2	1021721	Aug-04-00	Jul-25-00 11:24:57	2.25	npb mockups	testuser3 (0)

Here is the list of transactions that test1@superslice.com (0) has backed out of:

Code	Item	Start	End	Price	Title	Bidder
3 <input type="button" value="Remove"/>	1021722	Aug-04-00	Jul-25-00 11:25:06	2.25	npb mockups-dutch	test2@superslice.com (101) ★

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FIG. 14

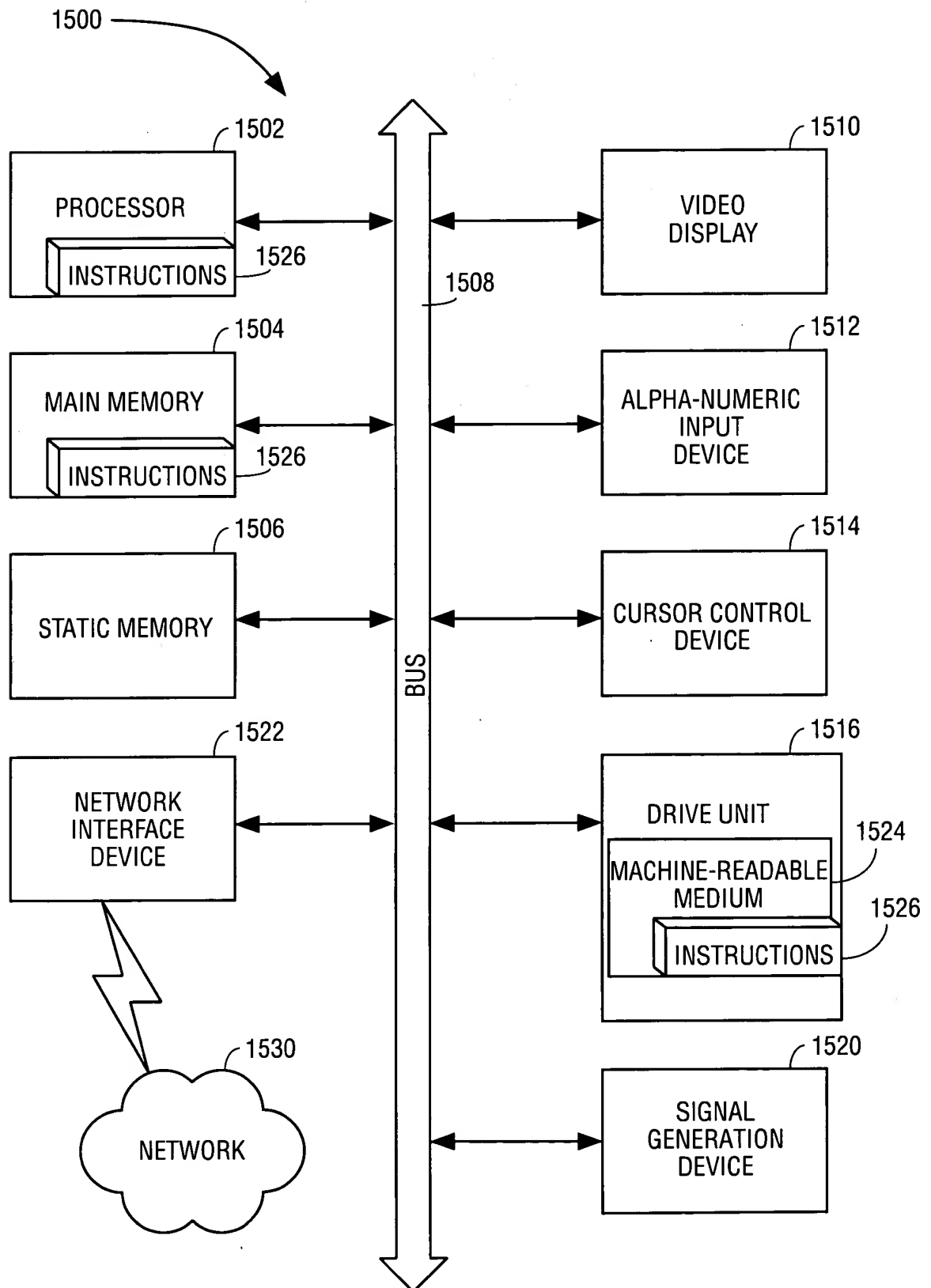


FIG. 15